Iowa Department of Administrative Services

*Government's Partner in Achieving Results*

**DAS**

Governor Terry E. Branstad
Lt. Governor Kim Reynolds

Mike Carroll, Director

# Concept Paper # 245

Presented to the Department of Administrative Services (DAS)
Date Prepared:  3/5/2013

<u>Name of document to be reviewed:</u>   **Hardware for Forensic Case Management System**

*(Please check one item listed in the following two sections)*

<u>Document for review and approval:</u>

| | |
|---|---|
| __ **Request for Proposal (RFP)** | __ **Sole Source Procurement** |
| __ **Request for Service (RFS)** | __ **Statement of Work** |
| __ **Request for Quote (RFQ)** | __ **Staff Augmentation** |
| __ **Invitation to Qualify** | _X_ **Master Agreement Purchase** |

*NOTE: Sole source procurements will also need authorization from DAS Procurement for this type of purchase.  Please also contact DAS Procurement at this location:*
*http://das.gse.iowa.gov/procurement/solesource%202010.pdf*

<u>Document for review only:</u>

__ **Master Agreement**                                          __ **Request for Information (RFI)**

<u>Agency:</u>   **State Medical Examiner's Office**

**RFP Reference #:**

**Release Date:**

**<u>This project is requesting IOWAccess funds:</u>** Yes ___          No X___

*NOTE: IOWAccess concept papers are to be sent to Wes Hunsberger ( Wes.Hunsberger@iowa.gov ) for an internal DAS review.*

**<u>Projected cost over $50,000?</u>**                 Yes X___          No ___

**<u>Projected agency staff hours over 750?</u>**          Yes ___          No X___

**Project Cost, Funds and Funding Source:**

Please list the internal and external resources/costs for the purchase:

Internal Resources/Costs:

External Resources/Costs: 100% funded by federal grant (Competitive National Forensic Science Improvement Act)

**Timelines**:  Procure and install hardware immediately (upon approval) for necessary infrastructure for timely implementation of newly acquired case management application and migration of current applications.

**Goal:**  To have a reliable uninterrupted (24 hours/7 days a week/365 days per year) hosting environment for a new case management system and all essential IT applications used by the Iowa Office of the State Medical Examiner.

The most reliable and only financially feasible means to accomplish this goal is to purchase and install hardware on-site at the Iowa Office of the State Medical Examiner in Ankeny.  Network connectivity between the DMACC Ankeny campus where the State Medical Examiner's office and the Hoover data center has been researched and has been determined to not be feasible at this time.

This hosting environment will ensure increase in efficiency and accuracy of case work, document evidence handling, manage mass disasters, and provide medical examiner statistics, while minimizing downtime due to poor connectivity compared to an off-site solution.

**Background:** The Iowa Office of the State Medical Examiner's Office (IOSME) is in need of a case management computer application, to manage cases coming under medical examiner jurisdiction throughout Iowa, manage cases sent to the Iowa Office of the State Medical Examiner for autopsy, manage forensic evidence, manage mass disasters and provide medical examiner statistics.  The IOSME received Return on Investment funds for use in the bidding, procurement and implementation of a case management system.  The RFP was awarded to TCSC for the application, FAS (Forensic Advantage System), a laboratory information system modified to meet the specific needs of a medical examiner's office.

The IOSME is also in need of a computer hosting solution for all essential IT applications necessary in the daily operations of the office.  To run FAS and other necessary computer applications the IOSME is in need of computer hardware**.**  The current servers at the IOSME are over 10 years old and not capable of hosting FAS, or able to continue in providing reliable service for other applications.  IOSME under guidance of IDPH requested ITE to assess IOSME needs and provide recommendations for a hosting solution to accommodate FAS and other applications currently in use by IOSME.  ITE recommended that servers and storage systems be housed on-site at the IOSME to alleviate down-time from inadequate connectivity.  This recommendation resulted from the fact that there are at times high volume of data that is captured through x-rays and photographs.  The existing connection between Ankeny and the Lucas and Hoover buildings is not able to accommodate this high volume of data.  In addition IOSME operates 24 hours a day 7 days a week and it is essential to have uninterrupted IT service to complete the mission of providing medical examiner services during normal daily operations as well as emergency mass disaster situations. Once the case management system is implemented, there must be

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operational IT services in order to receive bodies, release bodies, perform autopsies, and document evidence collection.  As there is a pathologist on-call continuously, all these functions must occur on a 24 hours 7 days a week basis as stated in the IOSME pamphlet provided to the public, the IOSME website, and page 4 of the County Medical Examiner Handbook of practice guidelines..

Once the case management system is implemented interruptions would bring operations at the IOSME to a complete stop.  Police, funeral directors, county medical examiners and families of deceased individuals would be directly and adversely affected. Mass disasters that typically require rapid high volume data collection from x-rays, photos, and other forensic information, would quickly overwhelm the current connections between the IOSME and the Hoover building.

The IOSME is housed in a secure stand-alone facility in Ankeny Iowa. At this time, having computer hardware housed at the IOSME is the only solution that can guarantee uninterrupted IT service.  Housing hardware off-site such as at the Hoover building is not recommended because doing so would require cost prohibitive installation of high volume robust connectivity infrastructure and there would still be risk of unacceptable connectivity interruptions.  Having the hardware on-site at the IOSME facility would ensure sensitive medical legal data be reliably and timely acquired. Having 24/7 IT service is essential in the IOSME mission to provide medical examiner services during normal business hours, off business hours and emergency mass disaster situations.

To fund the purchase of hardware the IOSME has been awarded the competitive National Forensic Science Improvement Act grant for $150,000 for the specific purpose of purchase and implementation of hardware to host a case management application. Implementation of FAS can proceed once a hosting solution has been addressed.


**Expected Results:**

 What are the tangible and intangible benefits of this purchase for this agency and/or state government?
 -Reliable and legally defensible data acquisition and storage for information used in court on criminal cases
 -Efficiency in reporting and recording deaths by county medical examiners and investigators (enter data once on web portal, rather than typing in information multiple times once at county level again at state level)
 -Minimizing errors in handling of evidence, bodies and specimens (reduce potential for releasing incorrect body to incorrect funeral home, prevent gaps in documentation of chain of custody in evidence handling, and reduce mislabeling errors of blood and other biological specimens)
 -On-site hosting minimizes down-time from inadequate connectivity.

 Can these benefits be quantified in financial terms?  If yes, please explain.   YES
 -Direct data entry at county level, can reduce number of hours needed at IOSME for workers to re-enter data and make follow up calls for missing information on forms.
 -By having information in electronic format, possible to reduce printing and mailing costs by providing law enforcement and county attorneys with copies of electronic records through web portal.
 -By having on-site hosting, eliminates need for extremely costly purchase and implementation of new connectivity infrastructure.

 How will you be more effective as a result of this purchase?

-Accurate real time acquisition of essential data in case management system provides the immediate benefit of faster turn around time of producing autopsy reports.
-High degree of worker accountability as each task in process of investigation and performing autopsy is logged with time and date stamp and can be tracked.
-With on-site hosting solution will have reliable IT functions with minimal down-time, encouraging compliance of county medical examiners to complete and document death investigations in a more thorough and timely manner.

How will service to your customers be enhanced as a result of this purchase?
-Faster turn-around of reports
-Ease of reporting a case to the IOSME
-Reduction in paper records by going to electronic format
-On-site hosting will be reliable and have minimal down-time

**Testing and Acceptance:**
-Will follow ITE guidelines and recommendations for acceptable performance and reliability parameters for computer hardware.

**Some of the Interested Parties:**
**-**County Medical Examiner offices
-City, county and state law enforcement offices
-County attorney offices
-State Crime laboratory
-Department of Transportation
-Department of corrections
-Department of Human Services
- Next of Kin of individuals who have died and come under medical examiner jurisdiction

**Some of the Recipients of this Service:**
County Medical Examiner Offices
City, county and state law enforcement offices
County attorneys
Attorney General office

**Standards:**
-    Standards established by recommendation from ITE assessment

**Architecture:**
Architecture based on recommendations of case management vendor (TCSC), and ITE for reliable function of IOSME case management system and other IOSME core applications (MS office etc)

**Business Continuity / Disaster Recovery:**
All data is to be backed up.  Servers are to be housed at IOSME, back up storage to be off-site as recommended following ITE assessment.

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**Recommendations from the State CIO:**

**NOTE:** *Where applicable, all DAS GSE Procurement and IA Administrative Code 11-105 and 11-106 requirements and procedures are to be followed. Reference: http://das.gse.iowa.gov/procurement/, specifically: http://das.gse.iowa.gov/procurement/adminrules/.*

Duplication recommendation from the State CIO to the DAS Director:

a)  Is there duplication within Government? *(Please identify duplication at the agency level, as well as within the enterprise)*
b)  Can an existing program be modified to address a new need?
c)  Do you have any similar program in existence?
d)  Have you sought IT procurements for similar programs in the past?
e)  Do you have purchasing documents for similar programs?
f)  Do you have similar purchasing documents that could be used as a starting point for this program?
g)  Is there anything you could provide that could assist the agency with this IT procurement?
h)  Are there alternatives available to the agencies?


**Recommendation of the State CIO to the DAS Director:**

Authorize this IT procurement                              Yes __X__  No ____
Alternatives suggested by the State CIO
   (see comments below)                        Yes ____  No __X__

Additional comments from the State CIO:

    **TEC recommends approval to the State CIO of Option 1 - Netapp/VMWare solution.  The State CIO subsequently approved.**


**DAS Director's action:**
Authorize this IT procurement                              Yes __X__  No ____

    **The above IT procurement concept approved by Director Carroll on __5/10/13__**

    Comments: **None.**

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